



# JOB POSTING

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Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

## **Automotive Analyst Consumer Protection Division**

The Automotive Analyst Mediator will be the primary point of contact for cases involving automobile dealers and repair facilities. The analyst may be responsible for up to 300 files at any given time and will report to the Consumer Litigation Section Chief.

### **Responsibilities:**

- Mediate auto-related complaints between consumers and dealers involving all matters related to the consumer purchase or repair of new and used vehicles, including but not limited to, failure to deliver titles, salvage disclosure violations, odometer issues, excessive fees and add-ons, vehicle quality issues, repair issues, and warranty complaints.
- Assist consumers who have not received valid titles to their vehicles from a dealership. This includes locating and obtaining titles, drafting demand letters and consumer affidavits, walking consumers through the affidavit of ownership and lien release processes, and obtaining temporary registrations for consumers through the Bureau of Motor Vehicles ("BMV")/Secretary of State ("SOS").
- Assist assigned Deputy Attorney General ("DAG") in identifying potential auto-related litigation, including spotting issues contained in consumer complaints that would be appropriate for litigation and subsequently drafting memos identifying and describing the issue(s).
- Assist assigned DAG in preparing litigation by obtaining the required documentation from consumers, drafting auto-related complaints, Assurance of Voluntary Compliance (AVCs) and Civil Investigative Demand (CIDs).
- Working with the Indiana BMV and SOS to coordinate auto-related enforcement efforts, including meeting monthly with SOS's Auto Dealer Division, obtaining relevant consumer complaints from SOS, submitting bond claims to SOS, and remaining apprised of BMV and SOS auto-related procedures.
- Assist assigned DAG in activities related to the Indiana Lemon Law, including reviewing manufacturer informal dispute resolution applications and verifying approved manufacturer programs for inquiring law firms and consumers.
- Daily review of incoming mail and other documents related to automotive complaints
- Update and maintain all file activity in "Time Matters" office data management system
- Other duties as assigned

**Skills/Requirements:**

- Paralegal certification preferred.
- Proficient computer skills required, including word processing (Word 2007 or equivalent), email (Outlook 2007 or equivalent).
- Excellent written and oral communication skills are required, including the ability to draft and edit correspondence and court documents.
- Must have the ability to work with consumers and co-workers to obtain information in a timely manner.
- Must have the ability to work independently and have schedule flexibility to include some evening and possibly weekends.
- Attention to detail and organizational skills a must.
- College degree; equivalent experience will be considered.